



Job Description

Job title	Salesforce Support Specialist
Reporting to	Salesforce Project Manager
Staff responsibility	None
Location	Swindon with some flexibility to work from home (hybrid)

What we do

Around the world, we're translating, producing and distributing the Bible, helping people learn to read it and relate it to their everyday life, and equipping pastors, teachers and other Bible communicators to promote its message. In England and Wales, we're resourcing churches and individual believers to increase their confidence in the Bible and working to change the perception of the Bible in wider culture. We believe the Bible is God's gift to the world, and we want everyone to discover its message for them.

Summary of role

As a Salesforce expert and product champion, this role is the first point of contact for all staff requiring Salesforce support and training. Working closely with the CRM team, the Salesforce Support Specialist will field support requests, manage Salesforce support tickets, fix problems, document CRM processes and procedures and provide expert advice to staff on how to get the best from Salesforce. Responsible for delivering a Salesforce training programme for all users, the role involves a significant amount of stakeholder management including oversight of the 'Salesforce Champions' group.

Main responsibilities

- Provide Salesforce support and training to all staff as they start to use Salesforce and on an ongoing basis
- Champion the adoption of Salesforce across Bible Society and help increase awareness and understanding among staff
- Provide level 1 and 2 support to users, fielding requests, fixing problems and escalating complex technical issues as necessary

Training

- Establish and deliver a Salesforce training programme for all users across Bible Society
- Run training sessions with both small and large groups of staff on Salesforce CRM processes and best practice
- Create and configure Trailmixes using Trailhead

Stakeholder management

- Work with key stakeholders to establish new CRM processes and refine existing ones
- Oversee the 'Salesforce Champions' group where representatives from across the organisation input into governance decisions and work to ensure Salesforce is as effective as possible for Bible Society

Collaborative working

- Work as part of the Technology Department to support the Salesforce CRM
- Work closely with the Technical Solutions Specialist to escalate complex issues and help diagnose problems
- Work closely with the Data team and the Analytics and Data Analyst to coordinate data extract requests

Other duties

- Provide expert advice to all levels of the organisation on how to get the best from Salesforce
- Work with the Technical Solutions Specialist testing new solutions and assisting with UAT
- Support our data analysts with reporting and dashboards
- Document CRM processes and procedures as necessary, making them available to staff as appropriate
- Keep up-to-date with new Salesforce tools, features and updates through research, webinars and in-person events as appropriate
- Monitor the Salesforce product roadmap to assess implications to Bible Society of changes coming down the line

General

- Adhere to our policies and standards in all areas of your work
- Carry out ad hoc duties that may be required to ensure we maintain our effectiveness
- Participate fully in the corporate life of Bible Society, by attending All Staff Meetings and departmental meetings as required

Who we need

Qualifications

- Certified Salesforce Administrator

Knowledge

- Thorough working knowledge of Salesforce Service and Sales Cloud
- Strong knowledge of Salesforce platform capabilities and limitations
- Knowledge of project management cycles

Experience

- Proven experience of supporting Salesforce
- Experience of Salesforce NPSP
- FinDock experience desirable
- Strong customer service experience with strong influencing skills
- Proven experience of managing stakeholders up to senior management level
- Experience of gathering technical requirements and translating into logical format
- Strong experience as a Salesforce trainer and champion group leader
- Experience in collaborating with cross-functional teams and stakeholders to achieve common goals.

Skills

- Strong problem-solving skills
- Excellent verbal and written communication skills
- Leadership skills
- Ability to work in diverse, multi-discipline teams
- Ability to work in a fast-paced environment

Personal attributes

- A strong problem solver
- An outstanding communicator
- Technically minded
- Attentive to detail
- Reliable
- A strong team player

Culture and character

Culture

We're committed to building on our unique culture, which is based on our Christian faith and seeks to bring out the best in our people.

We want to build a culture that demonstrates our values:

Prayerful – we're honest, attentive and humble, because we work in the sight of God

Imaginative – we're experimental, creative and dynamic, because we're made in the Creator's image

Bold – we're willing to work hard and face hard questions, because we trust each other

Skilful – we study, learn and practise, making the effort to serve others with our best

Joyful – we enjoy our work and seek to build others up, because we're designed to flourish together

Character

As well as recruiting for talent, experience and expertise, we're interested in the character of our staff. We'd like to know how you demonstrate the following:

Character for leadership – you'll be self-aware and know what it takes to connect well with others, enabling you to inspire, challenge and support them.

Character for teamwork – you'll have strong interpersonal skills, loyalty to and respect for colleagues, and a collaborative style of solving problems through a shared sense of common mission and purpose.

Character for followership – you'll be committed to our vision and mission, and will constructively and proactively support these so we operate effectively.

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